

Living with COVID-19 Webinar

A Guide for Volunteer Programs

April 13, 2020

WebEx functionality



1) The **view icon** in the upper right corner changes your view in WebEx.

- **Tip:** Select the middle option so you can see who's speaking!

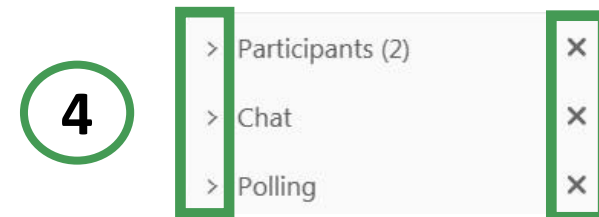
2) The **toolbar** on the left side of the screen allows you to zoom in and out to show a closer or farther out view of the PowerPoint presentation.

3) The **menu** at the bottom allows you to mute your line, open the participants and chat panels, and leave the event.

4) The **panels** on the right show participant information, chat, and polling (when in use). Use the arrow and x to open and close the panels.



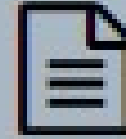
Tip: To raise your hand, open the participant panel and click the hand icon in the lower right corner.



Closed Captioning for This Event



Live Captions



Transcript

Live Captions

- Provides closed captioning starting from the moment you click the link provided in WebEx Chat.

Transcript

- Provides the full transcript from the start of the call until the time you click the “Transcript” tab. You can save the transcript for yourself if you’d like a copy.

Save transcript:



Welcome!

SMPs

- Senior Medicare Patrol

SHIPs

- State Health Insurance Assistance Program

MIPPAs

- Medicare Improvements for Patients and Providers Act



Panelists



**Margaret
Flowers**

Administration for
Community Living



Steve McCurley

SMP National Resource
Center and SHIP National
Technical Assistance
Center



Heather Flory

SMP National Resource
Center

Agenda

**ACL
expectations
during COVID-
19**

**Managing
volunteer
programs
during COVID-
19**

**COVID-19
resources
from the
Centers**

**Q&A session /
sharing of
COVID-19
strategies and
practices**

ACL Expectations During COVID-19

Margaret Flowers, ACL

ACL Expectations

Planned outreach activities and meetings

- CDC recommends reviewing your planned events, programs, and services to determine if you need to temporarily postpone or cancel anything.
- ACL encourages you to consult your state health departments and local published guidance to make these decisions.

Potential program impact

- Communicate openly with your ACL Project Officer about any impacts you are experiencing.
- ACL has extended SHIP/MIPPA reporting deadlines and will continue to monitor further program reporting deadlines as need for extension is identified.

ACL will continue to share information via listservs and acl.gov/COVID-19.

Managing Volunteer Programs During COVID-19

Steve McCurley

An introduction, of sorts

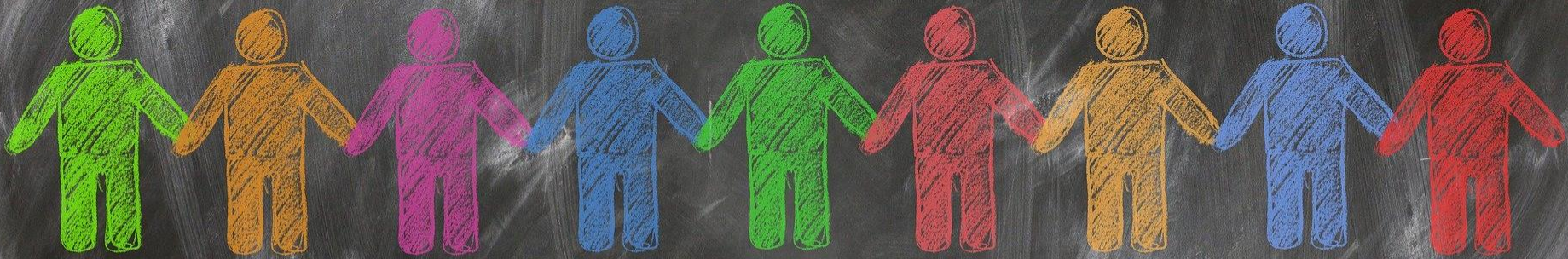
COVID-19 is unprecedented; there has never been anything like it in the field of volunteering.

That includes things like AIDS, Hurricane Katrina, SARS, and the Great East Japanese earthquake and tsunami.

We are, and will be, dealing with massive unpredictability in terms of magnitude, depth and timeframe.



TOGETHER



Mild disclaimer

- No one involved with this webinar is a disease expert or authority by any means.
- In the usual webinar one of you guys will come up with a question we haven't heard before; today you can probably come up with a lot.
- In violation of all common sense, we'll try to think of an answer; chime in if you've got something to add. We'll do that at the end.

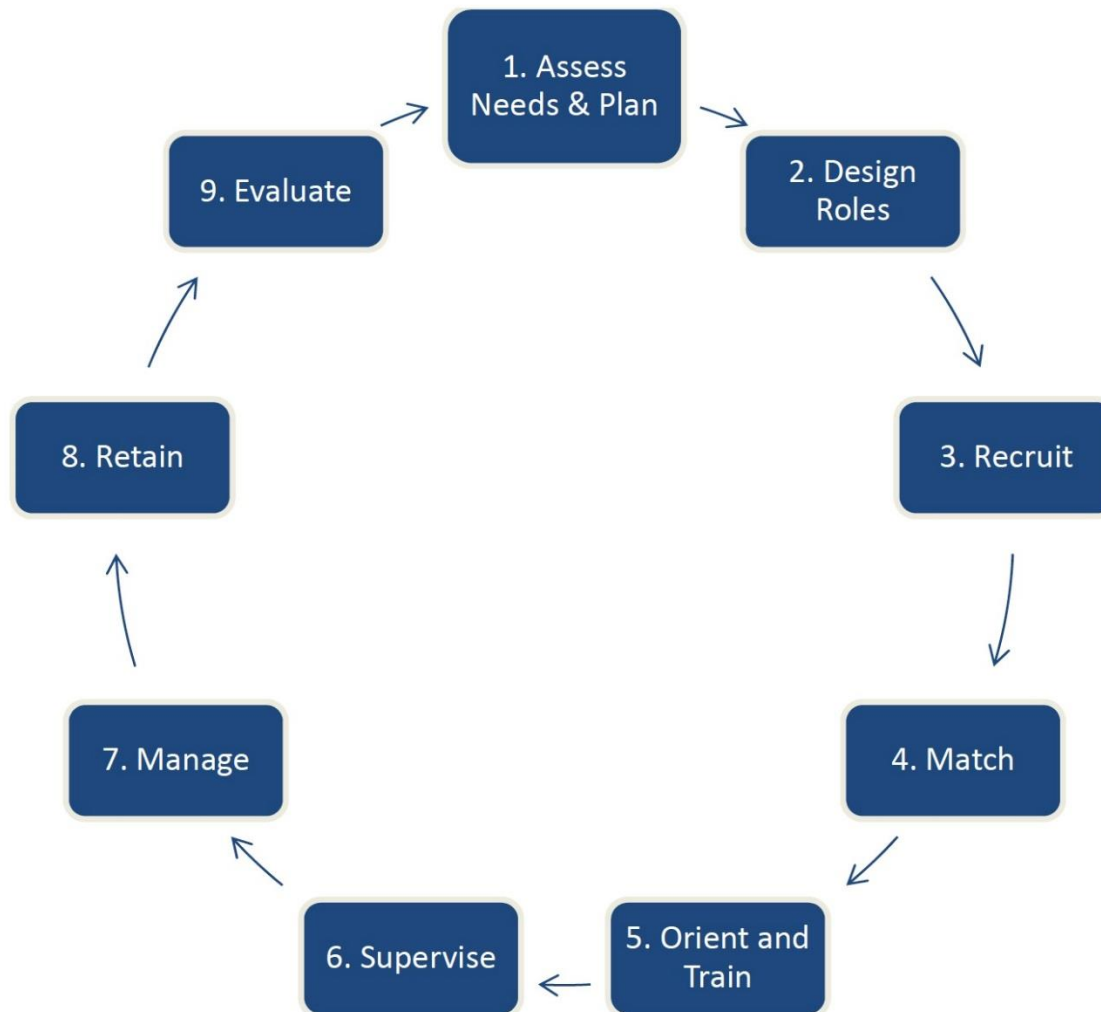
While on the other hand:

- At the same time, rush of people to volunteer to help, especially any person with a background in healthcare – retired nurse, doctor, EMS
- Even when they shouldn't: "Volunteering and coronavirus: when helping people could mean putting them at risk," *Washington Post*, March 17, 2020,
https://www.washingtonpost.com/local/volunteering-and-coronavirus-when-helping-people-could-mean-putting-them-at-risk/2020/03/17/37755f04-6864-11ea-b313-df458622c2cc_story.html

Leading to:

- NY has confirmed one death of a volunteer due to COVID-19. He had been giving folks rides to medical appointments and delivering meals.
- “Volunteer dies of COVID-19 as daughter races across Canada to be near her,” CBC News, March 31, 2020,
<https://www.cbc.ca/news/canada/toronto/covid-coronavirus-volunteer-death-1.5516309>

Key elements in managing volunteers (a.k.a. The Volunteer Involvement Cycle)



Areas to address or consider

1 – Assessment and planning

2 – Communication

3 – Training

4 – Service options

5 – Recruitment

6 – Other things



1. Assessment and planning



This isn't normal; you're going to need an interim plan. "Interim" could be as short as six months or as long as a year.

Plans are dependent on information: state and local rules of engagement; venue and partners rules; volunteers' status and availability.

Things to plan for

1. Plan for slowing down, postponing or reducing services: not “whether” but “how.”
2. Plan for a volunteer workforce shortage; plan for on-going loss of volunteers.
3. Prioritize safety: staff, volunteers, beneficiaries.
4. Prioritize core services versus other things but look for easy things you can transition volunteers to doing to keep them occupied.
5. Plan on changing the plan several times; tell people this will happen.

2. Communication



Overcommunicate: what you know, what you don't know, what you believe, what you hope.

Don't be afraid not to know everything or have everything nailed down.

Prepare for misunderstandings and confusion: double-communicate important stuff, encourage "echoes."

Communication as a retention device

Remember to communicate both “business” stuff and “social” stuff; you’re not just planning the work you’re also maintaining a sense of connection.

Set up a system to communicate both to those who continue working and to those who are on hold (especially volunteers) to help them maintain contact.



3. Training

Make a list of your “core volunteer cadre.” These are the most experienced, most reliable volunteers who you may need to rely on in lieu of training new people.

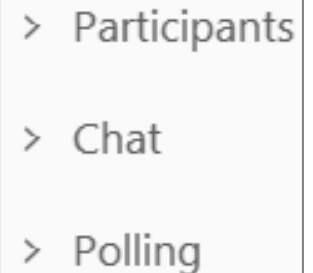
Online may be the only option for providing training; this is not necessarily a good thing, so compensate by:

- More intensive supervisor contact early in doing work
- “Chat groups” to share information and discuss techniques: allows people to learn in safe environment and allows you to get a sense of how people are doing
- Mentor system for backup
- System for calling for help or information

Poll: Which web conferencing platform are you using? (Select all that apply.)

- WebEx
- Zoom
- GoToMeeting/GoToWebinar
- Google Hangouts
- Skype
- Other

When the polling has ended, click the arrow to re-open the Participants panel.



> Participants
> Chat
> Polling

Worry about:



There will be a very strong tendency on the part of volunteers (and staff) to “do the best they can” in helping people. This will mean, among other things, trying to provide answers even when they don’t precisely know the correct response.

Keep reminding them that saying “I’ll get back to you” is a very good answer.

And don't forget



Safety procedures need to be a part of any training for any volunteer who interacts with other people – whether staff, other volunteers, or beneficiaries.

4. Service options

Moving to phone or online.

Preparing volunteers for online – it ain't as easy as it sounds.

Evaluating equipment needs: Internet, hardware, software.

Developing/altering protocols: Volunteer Risk and Program Management requirements

Protecting privacy of volunteer: *67 to block numbers, on cell phone change settings for caller ID; “vertical service code” for your provider. Alert person you're calling so that your call isn't blocked.



Poll: Which of the following are you currently working on to move your volunteer program online? (Select all that apply.)

- Preparing staff
- Preparing volunteers
- Evaluating equipment needs
- Developing/altering protocols
- Other
- None of the above – we've been too overwhelmed to know where to get started.
- None of the above – we're already all set.

When the polling has ended, click the arrow to re-open the Participants panel.



Tips

1. Do an evaluation of volunteers before asking them to work online or via phone: attitude, skills, equipment.
2. Develop a system for providing help and information when your office isn't open.
3. Do “end of the day open chats” to monitor how things are going, especially when you're just starting this process.
4. Plan for follow-up check-in calls to beneficiaries.

Tips, continued



When you absolutely, positively need to do an in-person visit... safety procedures, use of selected volunteers or just paid staff, utilize pre-screening to shorten time of visit.

A lot of your volunteers may want to help other organizations during the emergency and if you're smart, you'll let them. If they do it with your permission and encouragement, they are more likely to come back to you when this is over.

5. Recruitment for Open Enrollment

Maintain usual recruitment appeals but don't expect much.

Develop a protocol for how you're going to onboard applicants: interviewing, welcomes, etc.

You'll probably be doing interviewing via phone or online. This sucks, so make sure you're thinking of how down the line you can get to better know the person, establish a relationship and make a better judgement of their character. Things you don't do well in the early parts of volunteer management you have to make sure you compensate for later in the process.

Other thoughts on recruitment

Don't relax background screening requirements; there are people taking advantage of this crisis.

Get contact information so you can communicate with people while you're onboarding them and as things change.

Focus on retention based on estimated reduced needs. As a second strategy, focus on "re-recruiting" previous volunteers to come help during the emergency.

6. Other things

We're going to be dealing with a massive psycho-social impact: death (staff, volunteers), survivor guilt, PTSD.

Watch out for over-achiever volunteers; burnout, crossing boundaries (“The success of the SMP/SHIP program should not be over your dead body...”).

Other roles for volunteers to keep busy: conduct online focus group or survey; redo Volunteer Handbook, training sessions; translate materials into other languages/cultures.

Final tip



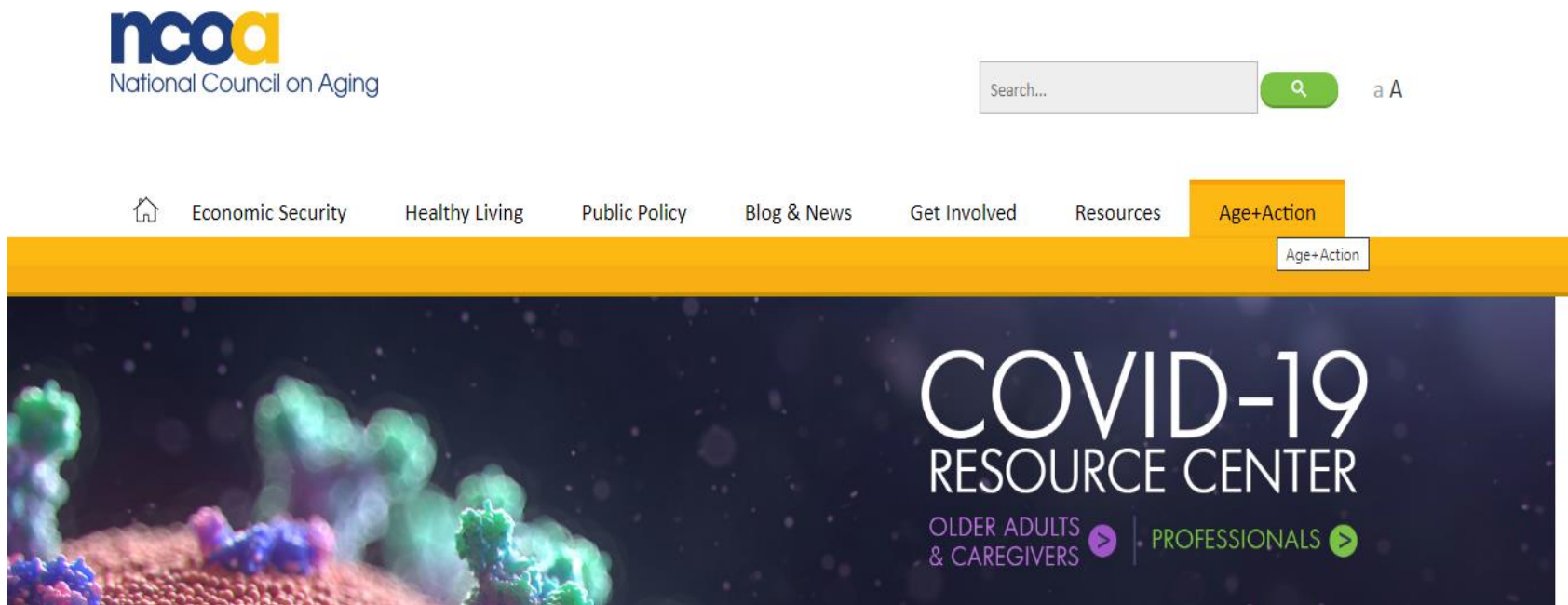
Admiral Hyman Rickover: “We all have to learn from the mistakes of others. None of us is going to live long enough to make all the mistakes ourselves.”

COVID-19 Resources from the Centers

Heather Flory

NCOA/MIPPA Center COVID-19 Resources (publicly available)

<https://www.ncoa.org/>: Resources for older adults & caregivers, professionals, and advocates





SHIP TA Center COVID-19 Resources

Publicly available

- News item on homepage: www.shiptacenter.org

Password-protected resources for SHIPs: www.shiptacenter.org > SHIP Login

- SHIP TA-Center COVID-19 Facebook Images
- **Tip:** Search for keyword “COVID-19”.



SMP Resource Center COVID-19 Resources

Publicly available

- COVID-19 Fraud page (includes a Spanish-language fraud alert): <https://www.smpresource.org/Content/Medicare-Fraud/Fraud-Schemes/COVID-19-Fraud.aspx>

Password-protected resources for SMPs: www.smpresource.org > SMP Login

- SMP Consumer Fraud Alert: COVID-19 Fraud Resources (includes several Spanish-language resources)
- SMP Resource Center Infographics – COVID-19
- **Tip:** Search for keyword “COVID-19”.

Webinar Resources in the Libraries

8

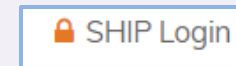
SMPs

- Step 1: Login at www.smpresource.org (click the blue SMP Login padlock).
- Step 2: Search for keyword “COVID-19”.



SHIPs

- Step 1: Login at www.shiptacenter.org (click the orange SHIP Login padlock).
- Step 2: Go to the Resource Library.
- Step 3: Search for keyword “COVID-19”.



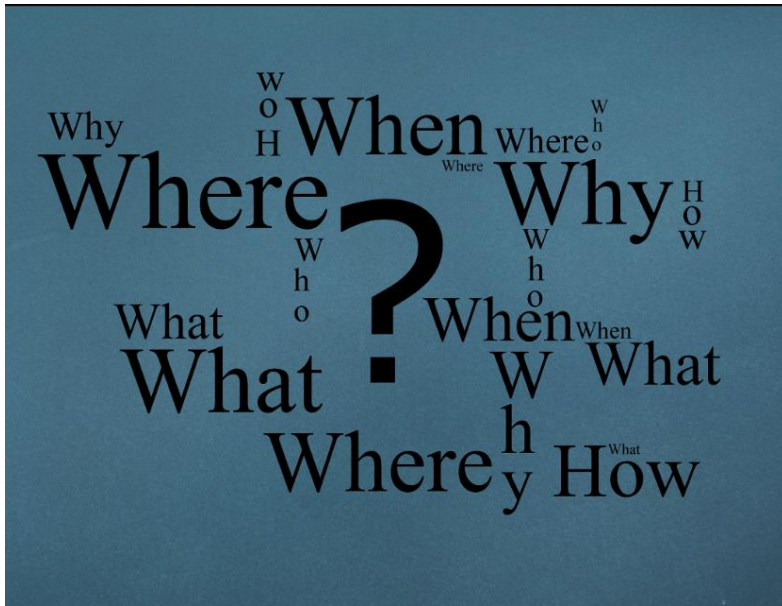
MIPPAs: Resources will be emailed to the MIPPA listserv.



**Q&A Session/
Sharing of COVID-19
Outreach Strategies and
Practices**

Questions and Sharing

Thank you for participating in today's webinar!
This presentation is now available for download.



If you have questions or want to share strategies for managing volunteers during COVID-19, please raise your hand or use your pointer arrow (on the next slide).

If you have questions later...
SMPs, email: vrpm@smpresource.org
SHIPs, email: info@shiptacenter.org
MIPPAs, email: centerforbenefits@ncoa.org

This webinar was supported, in part, by grant numbers 90SATC0001 and 90MPRC0001, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201.

Questions and Sharing: Strategies for Managing Volunteers During COVID-19

SAME TOPIC

I have a comment/question about the item we are talking about now:

NEW TOPIC

I have a comment/question about a different item:

I am done talking...for now!

To share a comment or question

- 1) Click the annotation icon on the left to open your tools.
- 2) Click the pointer arrow, then click in the box above.
- 3) Clear your pointer arrow when done.

Tip: If your arrow doesn't work, click the "raise hand" button.

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